

Information and knowledge society

Information and communication technologies usage and e-commerce in enterprises

2019

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**Almost 1/5 of total turnover of enterprises with 10 or more persons employed  
correspond to e-commerce**

In the year 2019<sup>1</sup>, 50% of the enterprises with 10 or more persons employed resort digital communication media (social media), almost all (97%) using social networks as their preferential means of communication.

Fixed broadband keeps on being the main type of connection in Internet access by enterprises with 10 or more persons employed (96%), in 2019. Mobile broadband was used by 67% of the enterprises.

Sales of goods and services through E-commerce platforms by enterprises with 10 or more persons employed, represent 19% of those enterprises total turnover in 2019, which amounts to a 3 percentage points raise over the last five years.

Around 21% of the enterprises report have skilled ICT personnel at their service. In 2018, most training activities on the field of ICT promoted by enterprises were directed to non-ICT staff. Of all the businesses which have recruited or tried to recruit ICT specialists, 47% found it difficult filling the available vacancies, small businesses being the ones which met the greatest difficulties (49%).

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<sup>1</sup> The information reference period is 2019 (from March to June), except for E-commerce data and some variables related to human resources and ICT skills, which are referred to 2018.